Position Overview

Chief Operating Officer

This position leads our property management, compliance, administration, information technology and human resource functions, directly supervising five managers and overseeing a staff of 50. The Chief Operating Officer is a senior management position providing leadership within the organization, community and industry. The COO serves as a member of the senior management team, interacts closely with the board and board committees, and works closely with the CEO and CFO. The successful candidate will be an articulate and persuasive communicator, analytical decision-maker, and technically advanced affordable housing professional. We seek a leader who can ensure efficient business operations, tight resource management, and effective and compassionate delivery of services to our residents through a motivated and highly developed staff.

Current Major Projects

Move to 12 Ave Arts: Construction on our new home at 12th Avenue Arts will be complete in the fall of 2014. This $47 million civic endeavor comprises 88 apartments, over 36,000 square feet of commercial space, two performing arts theaters and structured parking for police vehicles. Our main offices relocate there into 7,000 square feet of second floor commercial space in October 2014. The COO is responsible for finalization of new office space configurations and ensuring a seamless move of 40 staff and infrastructure.

Criminal Records: the COO participates and provides leadership in a city-wide process to identify and implement new systems to reduce barriers to housing for individuals with criminal histories.

Denny Substation: Over the next three years, Seattle City Light is building a 100,000 square foot electrical substation adjacent to a CHH property requiring negotiations on mitigation and public benefits.

Leadership Development Program: CHH is creating an organization-wide leadership development program ensuring all staff is provided the training and tools to maximize their potential.

Strategic Initiatives

Seven strategic initiatives drive the focus of our work and the COO plays a lead role in ensuring that the organization is managing to these strategies: 1) Attain portfolio self-sustainability: Increase revenue, decrease vacancy and expenses and invest in the portfolio’s long term sustainability. 2) Build the strongest possible team and internal systems: Develop our most important resource, our employees. 3) Optimize organizational reserves: Create flexible, board designated capital funds for use by CHH. 4) Create strategic partnerships and new lines of business. 5) Seize real estate development opportunities which are transformative to the community. 6) Build sustainable communities: Blend our existing community development work with green strategies, social equity, preservation, transit connection and focus on local business. 7) Complete the 12th Ave Arts capital campaign and transition to donor stewardship.
Organization Overview

HISTORY
Capitol Hill Housing was founded in 1976 by local residents responding to housing stock deterioration and economic disinvestment. In our first five years, we implemented a number of programs aimed at stabilizing the Capitol Hill community including a home improvement loan program, home-sharing for seniors, tool bank, and other community development activities.

After 1982, our focus shifted to the preservation and development of affordable multifamily apartments, to community development activities and to sustainable operations as an affordable real estate development enterprise. Our community development work focuses on preservation, sustainability and thriving commercial districts. CHH is leading stakeholders in building a community vision for Capitol Hill, prioritizing affordable housing, outstanding architecture, walkability, affordable commercial space, and room for arts and culture. We're proud to develop buildings in a community context and provide affordable homes that strengthen the neighborhoods we live in.

PORTFOLIO
CHH owns and operates 44 multifamily affordable rental properties comprising 1,197 apartments and 30,000 square feet of commercial rental space. 12th Ave Arts will add 88 units and 32,658 square feet of commercial space in October of 2014. More than 1,800 people call our properties home. We operate a mix of preservation, new construction, Section 8, 4% and 9% LIHTC, and unregulated properties. In the past few years we have invested over $3.5 million in significant maintenance projects. Vacancy rates average under 3.5%.

Our award-winning developments have attracted national attention for design, partnerships, and green construction.

LEADERSHIP
CHH is a public development authority chartered by the City of Seattle and governed by a 15-member board of directors, three appointed by the Mayor of Seattle. The agency has leadership roles in industry groups such as the Housing Development Consortium, the Affordable Housing Management Association, the Washington Low Income Housing Alliance, and the national Housing Partnership Network. Our leadership team participates in public policy debate shaping our real estate interests and city for decades to come. We are active in the Capitol Hill neighborhood and throughout the city on issues of TOD and community development. Our staff is routinely asked to serve on advisory groups, panels and on the boards of affiliated organizations.

Staff leadership have also been part of a MacArthur Foundation effort to improve industry capital needs management, have served on the Mayor’s incentive zoning committee, have participated in a city-wide effort to reduce barriers to housing for individuals with criminal histories and have presented at a national conference on sustainability.

This history of partnership and collaborating with our peers has advanced the missions of multiple organizations, allowing us to increase the stock of affordable housing in our city, expand services and shape housing policy.

“Capitol Hill Housing is a trusted partner and leader in Seattle”

M.A. Leonard, Vice President,
Pacific Northwest Market,
Enterprise Community Partners
Position Description

The Chief Operating Officer reports to the CEO and is a member of the Senior Management Team, providing high level organization-wide leadership and working especially closely with the Chief Financial Officer. The COO provides strategic leadership over property management, compliance, administration, IT and human resources. The COO is also an external leader taking on strategic board and committee positions in our industry and local communities. Working closely with the Director of Real Estate and Sustainable Communities, the COO is responsible for ensuring that lessons learned in property management are absorbed by the real estate development team.

Training and staff development will be a large part of the focus of the COO. Strategic initiative number two: Build the strongest possible team and develop our most important resource, our employees will be at forefront of the COO’s work.

The position works collaboratively with CHH staff, board, community stakeholders and external partners.

DUTIES AND RESPONSIBILITIES

Property Management

Lead the Director of Property Management, ensuring the efficient operations of 44 properties throughout Seattle. Property management is responsible for day-to-day building operations including landlord-tenant relations, leasing residential and commercial units, resident services, on-going and long-term property maintenance. The COO works with the DPM to establish building budgets and set rents. The COO works with the Asset Manager to coordinate capital improvements and with the EcoDistrict manager to ensure sustainable operations.

Compliance

Direct the Compliance Manager, ensuring tenant certification and regulatory compliance with WSHFC, City, State, County, HUD, SHA and other regulatory agreements at the highest level of excellence.

Administration and IT

- Management and safeguarding of intellectual property, including manual and electronic storage systems and protocols
- Oversee legal activities: letters of agreement, contracts, leases, and other legal documents and agreements
- Direct the IT Manager, ensuring ongoing maintenance and updating of information systems and infrastructure
- Direct the Office Manager and oversee administrative functions, ensuring smooth daily operations of physical plant and equipment
- Working with the CEO, provide staff support and guidance to the board of directors

Human Resources

Direct the Human Resources Manager and oversee:

- Recruitment, hiring and compensation
- Coordination of benefits administration
- Professional training and development, including new employee orientation and retention strategies
- Safety team
- Regulatory oversight and legal compliance
- An HR function that is properly resourced

Professional and External

Participate in the Housing Development Consortium and industry organizations. Maintain CHH’s active involvement in housing and policy discussions. Attend local, state and national meetings and conferences related to assigned activities.
QUALIFICATIONS

Minimum Qualifications

Bachelor’s degree in business, real estate management, nonprofit management, or related disciplines or equivalent experience.

Ten years increasing responsibility in related fields such as property management, operations, real estate, budgeting and finance, human resources, nonprofit administration or affordable housing.

Five years supervisory and management experience.

Excellent written and verbal communication skills.

Strong problem-solving, organizational, time and project management skills.

Ability to collaborate successfully with a wide variety of cultures in a professional, respectful and engaging manner.

Proficient and experienced with Microsoft Office applications.

Possession of a valid driver’s license.

Preferred Qualifications

Graduate degree in related field.

Experience leading the management of complex organizations.

Experience managing large real estate portfolios. Experience in green building operations and green retrofit strategies.

Management and Personal Attribute Qualifications

CHH seeks a confident leader who is:

Politically savvy, intuitive, and understands the consequences of his/her decision-making. Able to read between the lines, anticipate, negotiate and build alliances.

Able to organize strategic initiatives into quantifiable development goals.

Able to thrive in a fast-paced and vibrant professional atmosphere.

Adept at collaboration, leadership and support of diverse teams.

Ability to build a program of staff development, coaching. Demonstrate strong mentoring skills.

Able to articulate ideas and inspire enthusiasm in others through highly developed interpersonal and communication skills.

Skilled at tackling tough decisions with creativity and reasonable risk taking, envisioning ways to best serve organizational and community goals.

A warm individual with a sense of humor and a talent for building strong, positive relationships within CHH, our community, and among external partners.

Prior success in the design, implementation and evaluation of programs.

WORK ENVIRONMENT

All employees at CHH are employees at will. The job description outlined above is not intended to represent an absolute or final list of all elements, activities or duties of the job. The statements above are intended to describe the general nature and level of work performed by the person assigned to this position.

The candidate selected for this position must pass a criminal history background and credit background check prior to employment with Capitol Hill Housing. Capitol Hill Housing is an Equal Opportunity Employer.

COMPENSATION PACKAGE

Capitol Hill Housing offers a competitive salary in the low $100’s and a rich benefits package.

TO APPLY

To apply, send resume and cover letter by December 17 to coo@capitolhillhousing.org

www.capitolhillhousing.org

CHH’s Broadway Crossing selected nation’s best project 2008.
“Capitol Hill Housing has been a strong partner and local leader in asset and property management.”

Rick Hooper, Director, Seattle Office of Housing